

ABSTRACT

A contact center for servicing a plurality of contacts received from a plurality of customers is provided. The contact center includes:

(a) a plurality of workstations 15 corresponding to a plurality of resources 14;

(b) a central server 10 in communication with the plurality of workstations,

comprising:

(i) at least one queue 42, 46 and/or 66 of contacts; and

(ii) a bid item selecting agent 74 operable to (a) request at least some of the plurality of resources to submit a bid to service at least one contact; (b) receive at least one bid to service the at least one contact; and (c) select a resource from among the plurality of resources to service the at least one contact.